



State Data Center Projects

Post Migration Feedback

In order to continue to provide the best possible customer service, the State Data Center (SDC) Projects team requests that you answer the following questions about our procedures, documentation, process, and overall performance related to your agency's recent migration. For each of the following questions, please add comments as applicable and be as specific as possible.

1. Which Project are you providing feedback for?
 - a. CTS Move Phase 1 – Servers
 - b. CTS Move Phase 1 – Security (Citrix)
 - c. Firewall
2. Do you have any recommendations for improving the written documentation provided by the SDC Projects team? (See list below.) When answering, consider the following questions: Did the documents clearly articulate tasks and goals? Was the purpose of the documentation clear? Did you find some documents more useful than others?
 - a. Project Migration Guide
 - b. Customer Engagement Plan
 - c. Technical presentations
3. Do you have any recommendations for improving our [SDC Projects website](#)? When answering, consider the following questions: Were you able to locate the information you were seeking? Did the website provide the appropriate content and at the right level? Was the content useful, easy to follow and understand?
4. Do you have any recommendations for improving our monthly Agency Implementation Coordinator meetings? Were you satisfied with the meetings in terms of timeliness, frequency, and content? Were the meetings outcome-driven and useful? Please detail your thoughts.
5. Is there anything you would have the Enterprise Projects Client Liaison do differently to prepare agencies for migration?
6. Did you feel ready when it was time to migrate? If not, please detail your thoughts.
7. Is there anything you would have the project implementation team do differently to support your agency during migration?
8. What part of the migration preparation process was the most helpful to you?
9. Do you have any recommendations for improving customer support options during your migration?
10. If you were to migrate again, what could be done differently to ease you through the process?

Thank you for taking the time to respond! Your feedback will help us improve how we collaborate with agencies in planning for future migrations and service implementations.